

Customer Survey

Please help us help you. By providing us an accurate, timely account of how we are serving you, we will be able to ensure all services meet or exceed your expectations. We value your suggestions and continually work to achieve your 100% satisfaction. Thank you for your time and support.

Name	Title	Facility Name
Territory Manager		Date

Please rate the extent to which you agree with each statement (A- Agree N- Neither Agree or Disagree D- Disagree)

Territory Manager	
<input type="checkbox"/>	My Territory Manager responds in a timely manner.
<input type="checkbox"/>	My Territory Manager is knowledgeable and likable.
<input type="checkbox"/>	My Territory Manager brings value to my organization.
Comments regarding my Territory Manager: <i>What can they do to improve?</i>	

Returns	
<input type="checkbox"/>	My returns and pick-ups are processed efficiently.
If you do not agree, please select all that apply.	
<input type="checkbox"/>	It takes a long time to get a call back when trying to do a return.
<input type="checkbox"/>	I told my TM/CCP we had a return and nothing happened.
<input type="checkbox"/>	I spoke with the Returns department and nothing happened.
<input type="checkbox"/>	I spoke with the Returns department and was sent an RMA but no one ever came to pick it up.
<input type="checkbox"/>	I told the PME driver that we had an RMA for return and he wouldn't take the product.
<input type="checkbox"/>	I told the LTL driver that we had an RMA for return and he wouldn't take the product.
Please explain:	

Customer Care Professional	
<input type="checkbox"/>	My Customer Care Professional is easy to reach.
<input type="checkbox"/>	My Customer Care Professional responds in a timely manner.
<input type="checkbox"/>	My Customer Care Professional is knowledgeable and likable.
Comments regarding my Customer Care Professional: <i>What could they do to improve?</i>	

Professional Medical Website	
<input type="checkbox"/>	I enjoy and utilize www.promedsupply.com website.
<input type="checkbox"/>	The ProMed website is user friendly.
<input type="checkbox"/>	I would enjoy additional training on the website.
<input type="checkbox"/>	I use the website tools in addition to placing orders.
Comments regarding www.promedsupply.com: <i>What can we improve?</i>	

Ordering/Delivery	
<input type="checkbox"/>	I find it easy to place orders with Professional Medical.
<input type="checkbox"/>	I receive my deliveries in a timely and acceptable manner.
<input type="checkbox"/>	The driver is courteous in providing inside delivery.
<input type="checkbox"/>	I feel my orders are accurate and complete.
Comments regarding Ordering/Delivery: <i>How can we improve?</i>	

ProMedB/Accounts Receivable (A/R)	
<input type="checkbox"/>	My ProMedB specialist is easy to reach.
<input type="checkbox"/>	My ProMedB specialist responds in a timely manner.
<input type="checkbox"/>	The A/R department is easy to work with.
<input type="checkbox"/>	The A/R department is friendly, responsive and professional.
Comments regarding ProMedB: <i>What can they do to improve?</i>	

ProMed Programs & Services

Programs & Services	We currently utilize this program		We would like to learn more about this program	
Compliance Solutions: For the Perfect Survey Every Day	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Compliance Continuing Education Program	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
ProMedB Blemish-Free Medicare Part B Billing	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
promedsupply.com	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Online Ordering	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Equipment Solutions	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Loan to Own—Save Money by Owning Equipment vs. Renting	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Clinical Documentation	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Par Level Initiative	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Are there other products, programs, services or ideas you desire from ProMed?

Are there any products you currently purchase from other vendors that you would like us to quote for you?



Professional Medical, Inc.
A Tradition of Quality, Value, & Trusted Service Since 1968

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We make improving care easier!

Customer Survey Form [11/10]